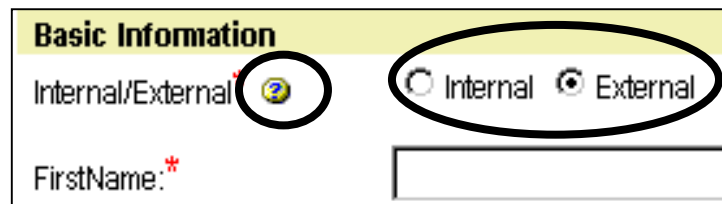# Instructions for completion of the New Customer form in CRS

Internal Customers

Recently changes were made to CRS to differentiate on the **New Customer** form between the internal and external customer. Information on what is meant by internal and external can be found by clicking on the **Help Bubble** (the circle with a question mark) to the right of the words Internal/External at the top of the **New Customer** form.
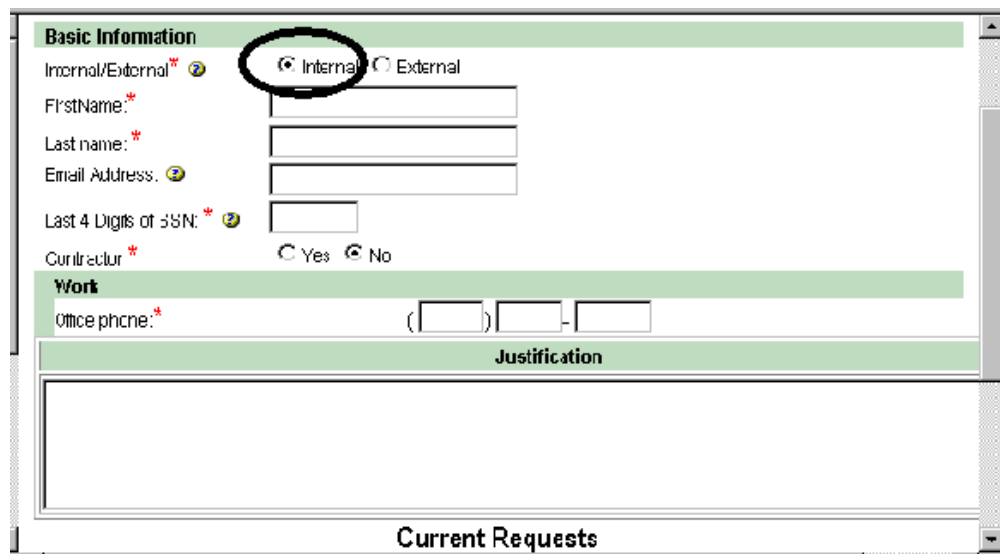

When opened the CRS **New Customer** form defaults to the external form, which requires more information and an approval prior to processing, but it can easily be switched to internal by clicking in the appropriate radio button at the top of the page (shown above). Anyone, who is new to CRS (not listed in the Customer view), whether internal or external, requires a **New Customer** form before any further action can be taken.

The internal form will display the short version of the **New Customer** form previously used in CRS (shown below). All starred fields are mandatory and must be completed before submission.

Once the internal **New Customer** form has been completed and submitted, you will be returned to the completed **Customer** record. Then you will click on the **System Request** button and choose to create the new LAN Account (or any other request as appropriate).

Note: It is from the entry named **My Record** (in other words, from your own personal **Customer** record based on your log into CRS) that you can request to change your HTTP password.

External Customers

If an external user requires access to STRICOM web applications (for example, a particular QuickPlace or for WebTPA), they must first get an HTTP User Name and Password. To do so, they must access CRS (https://apps01.stricom.army.mil/applications/crs.nsf) then complete and submit a New Customer form for approval. Once this New Customer form is approved by their government sponsor, they will be able to access the web application using the password they created in CRS and the User Name they will be sent via e-mail.

Instructions for creating an initial HTTP account in CRS are as follows:

On the CRS main screen (accessed by the above link if not there already), click on the **New Customer** link.

On the **New Customer** form, they <u>must </u>fill in the following information at a minimum. Individual government sponsors may require all blocks to be completed.

♦ First name
♦ Last name
♦ E-mail address - confirmation of account approval is e-mailed to this account with the assigned User Name included
♦ Last 4 numbers of the Social Security Number
♦ Annotate yes or no, as to whether they are a contractor or not
♦ Internet password - which must a total of 8 characters, two of which must be numbers
♦ Select their government sponsor from the drop down list- request for the account is sent to this person for their approval
♦ Select the sponsoring organization - in other words the PM or DIR that they work with
♦ Annotate government type and military organization for anyone <u>except</u> contractors
♦ On the lower half of the screen, there are two mandatory fields: Company and Office phone. If not a contractor, put N/A in the Company block.
♦ Entry of the other fields may be required depending on the government sponsor
♦ Reason why they need access to the STRICOM web applications should be placed in the Justification block - for example, require access to Web TPA or a particular Quick Place.

Once all appropriate blocks have been completed, customer should scroll to the top of the form and click **Submit**.

The government sponsor will then receive an e-mail containing a link to the **New Customer** form. They can review the information and then click on **Edit** and, if they wish to approve it, the **Approve** button. Once the government sponsor has approved the account, a system-generated e-mail will be sent to the new customer with a copy going to the government sponsor. The e-mail will provide their confirmation of the account giving the User Name and will acknowledge that the password they created may used.

If you have any questions on the CRS **New Customer** form, please contact the Service Desk at (407) 380-4832.